

REVENUE LEAKAGE IN THE HOSPITAL

VISION AND VALUES – The institute is governed under the guiding principles of providing affordable medical services to patients with care, compassion and commitment.

MISSION – Our mission is to deliver world class healthcare by creating institutes of excellence in integrated medical care, teaching and research. We inspire to create an ethical and safe environment to treat all with respect and dignity.

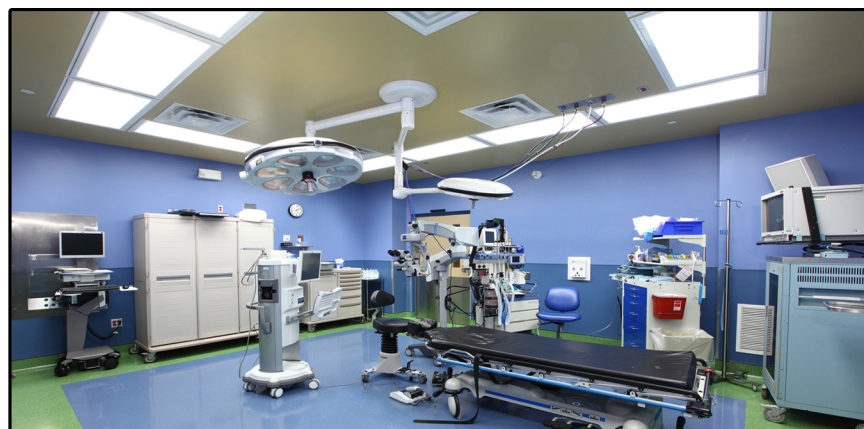
MEDANTA – The Medicity is one of India's largest multi-specialty institutes located in Gurgaon, a bustling town in the National Capital Region. Spread across 43 acres, the institute includes a research center, medical and nursing school. It has 1250 beds and over 350 critical care beds with 45 operation theatres catering to over 20 specialties.

OBJECTIVE – To determine the loss suffered by the hospital by the non billing of the various procedures in IPD and OPD

STUDY TYPE – Analytical

STUDY AREAS

IPD



Definition – Revenue loss occurred to hospital due to the non billing for various procedure .

- ICU Bedside procedure
- IP point care tests / Echo .
- ICU equipment (e.g.

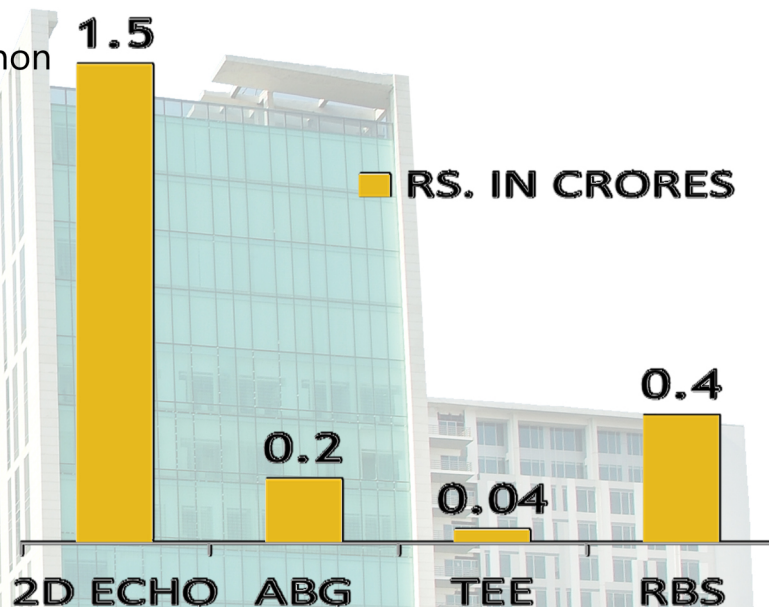
Sample size – 50 discharge files .

Methodology –

- 50 discharge files audited
- Number of procedures were recorded
- Critical care-pa catheter insertion
- Upper respiratory –chest tube, bronchoscopy
- Xray-2D echo, USG abdomen
- Upper abdomen-nebulization, tracheostomy
- Cardiac-arterial line, central line
- Nephrology-HD sleed, dialysis
- Various procedure-lumbar puncture, lymph node biopsy
- Equipment charges-alfa bed, DVT pump
- Payment of the recorded procedure were verified with the bills

Observation –

- After all the 70 procedure were audited in 50 discharge files
- Major revenue leakage was found in 2D echo, ABG, TEE, RBS which were responsible for the revenue leakage in the hospital



Recommendations –

- Redesign the process for various service providers .
- Training of the nurses.
- Consumables +services automatic prompt in the system.
- Periodic audits, compliance daily/ weekly.